

WHAT IS CLAIMED IS:

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1. A method of managing resources, said method comprising the steps of:  
 providing a finite number of resources for servicing requests;  
 quantifying at least one attribute of said resources;  
 receiving at least one request for at least one of said resources;  
 quantifying at least one attribute desired by said at least one request; and  
 based at least in part on said quantifying steps, determining at least one suitable  
 resource for servicing said at least one request.
2. The method of claim 1 wherein said resources include agents within a  
 telephony call center.
3. The method of claim 1 wherein said at least one request includes a request  
 from a caller to a telephony center.
4. The method of claim 1 wherein said resources include resources within a  
 computer system.
5. The method of claim 4 wherein said resources include resources selected from  
 the group consisting of: data input resources, data output resources, data storage resources,  
 and data processing resources.

6. The method of claim 1 wherein said step of quantifying at least one attribute of said resources further includes:

quantifying two or more attributes of said resources.

7. The method of claim 1 wherein said step of quantifying at least one attribute of said resources further includes:

quantifying "N" number of attributes of said resources.

8. The method of claim 7 further including the step of:

plotting said quantified "N" number of attributes within an N-dimensional space.

9. The method of claim 8 further including the step of:

plotting said quantified at least one attribute desired by said at least one request within said N-dimensional space.

10. The method of claim 9 wherein said determining step includes:

calculating the distance between said quantified "N" number of attributes of said resources and said quantified at least one attribute desired by said at least one request to determine at least one suitable resource for servicing said at least one request.

11. The method of claim 1 wherein said determining step includes:

determining said at least one suitable resource from resources then available to immediately service said at least one request.

12. The method of claim 1 wherein said determining step includes:  
determining said at least one suitable resource from all of said resources.

13. The method of claim 1 wherein said at least one attribute includes at least one skill possessed by said resources.

14. The method of claim 1 wherein said at least one attribute includes at least one functional capability possessed by said resources.

15. The method of claim 1 wherein said quantifying at least one attribute of said resources further includes:

grading said at least one attribute of each of said resources along a scale.

16. The method of claim 15 wherein said scale is of 0 to 100.

17. The method of claim 1 wherein said quantifying at least one attribute desired by said at least one request further includes:

grading said at least one attribute of each of said resources along a scale.

18. The method of claim 17 wherein said scale is of 0 to 100.

19. A method of allocating resources selected from a finite number of resources for servicing requests, said resources having at least one measurable functional attribute, said method comprising the steps of:

quantifying at least one functional attribute of said resources;

receiving at least one request for said at least one functional attribute;

quantifying said at least one functional attribute desired by said at least one request;

and

based at least in part on said quantifying steps, determining at least one suitable resource for servicing said at least one request.

20. The method of claim 19 wherein said resources include agents within a telephony call center.

21. The method of claim 19 wherein said at least one request includes a request from a caller to a telephony center.

22. The method of claim 19 wherein said resources include resources within a computer system.

23. The method of claim 22 wherein said resources include resources selected from the group consisting of: data input resources, data output resources, data storage resources, and data processing resources.

24. The method of claim 19 wherein said step of quantifying at least one functional attribute of said resources further includes:

quantifying two or more functional attributes of said resources.

25. The method of claim 19 wherein said step of quantifying at least one functional attribute of said resources further includes:

quantifying "N" number of functional attributes of said resources.

26. The method of claim 25 further including the step of:  
plotting said quantified "N" number of functional attributes within an N-dimensional space.

27. The method of claim 26 further including the step of:  
plotting said quantified at least one functional attribute desired by said at least one request within said N-dimensional space.

28. The method of claim 27 wherein said determining step includes:  
calculating the distance between said quantified "N" number of functional attributes of said resources and said quantified at least one functional attribute desired by said at least one request to determine at least one suitable resource for servicing said at least one request.

29. The method of claim 19 wherein said determining step includes:  
determining said at least one suitable resource from resources then available to immediately service said at least one request.

30. The method of claim 19 wherein said determining step includes:  
determining said at least one suitable resource from all of said resources.

31. The method of claim 19 wherein said at least one functional attribute includes  
at least one skill possessed by said resources.

32. The method of claim 19 wherein said quantifying at least one functional  
attribute of said resources further includes:  
grading said at least one functional attribute of each of said resources along a scale.

33. The method of claim 32 wherein said scale is of 0 to 100.

34. The method of claim 19 wherein said quantifying at least one functional  
attribute desired by said at least one request further includes:  
grading said at least one functional attribute of each of said resources along a scale.

35. The method of claim 34 wherein said scale is of 0 to 100.

36. A resource management system for managing a finite number of resources for servicing requests, said resource management system comprising:

means for quantifying at least one attribute of said resources;

means for receiving at least one request for at least one of said resources;

5 means for quantifying at least one attribute desired by said at least one request; and

means for determining at least one suitable resource for servicing said at least one request based at least in part on said at least one quantified attribute of said resources and said at least one quantified attribute desired by said at least one request.

37. The system of claim 36 wherein said means for quantifying at least one attribute of said resources includes a computer processor executing computer software code.

38. The system of claim 36 wherein said means for quantifying at least one attribute desired by said at least one request includes a computer processor executing computer software code.

39. The system of claim 36 wherein said determining means includes a computer processor executing computer software code.

40. The system of claim 36 wherein said receiving means includes a connection to a network.

41. The system of claim 40 wherein said network is selected from the group consisting of:

public switched telephony network (PSTN), local area network (LAN), wide area network (WAN), the Internet, an Intranet, or any combination thereof.

42. The system of claim 36 wherein said receiving means includes a switching system.

43. The system of claim 42 wherein said switching system includes an ACD/PBX.

44. The system of claim 36 wherein said resources include agents within a telephony call center.

45. The system of claim 36 wherein said at least one request includes a request from a caller to a telephony center.

46. The system of claim 36 wherein said resources include resources within a computer system.

47. The system of claim 46 wherein said resources include resources selected from the group consisting of: data input resources, data output resources, data storage resources, and data processing resources.



48. The system of claim 36 wherein said means for quantifying at least one attribute of said resources further includes:

means for quantifying "N" number of attributes of said resources.

49. The system of claim 48 wherein said means for quantifying at least one attribute of said resources further includes:

means for plotting said quantified "N" number of attributes within an N-dimensional space.

50. The system of claim 49 wherein said means for quantifying at least one attribute desired by said at least one request further includes:

means for plotting said quantified at least one attribute desired by said at least one request within said N-dimensional space.

51. The system of claim 50 wherein said determining means includes:

means for calculating the distance between said quantified "N" number of attributes of said resources and said quantified at least one attribute desired by said at least one request to determine at least one suitable resource for servicing said at least one request.

52. The system of claim 36 wherein said determining means includes:

means for determining said at least one suitable resource from resources then available to immediately service said at least one request.

53. The system of claim 36 wherein said determining means includes:  
means for determining said at least one suitable resource from all of said resources.

54. The system of claim 36 wherein said at least one attribute includes at least one skill possessed by said resources.

55. The system of claim 36 wherein said at least one attribute includes at least one functional capability possessed by said resources.

56. The system of claim 36 wherein said means for quantifying at least one attribute of said resources further includes:  
means for grading said at least one attribute of each of said resources along a scale.

57. The system of claim 56 wherein said scale is of 0 to 100.

58. The system of claim 36 wherein said means for quantifying at least one attribute desired by said at least one request further includes:  
means for grading said at least one attribute of each of said resources along a scale.

59. The system of claim 58 wherein said scale is of 0 to 100.

60. A resource management system for managing a finite number of resources for servicing requests, said system comprising:

connection to a network capable of receiving at least one request for at least one of said resources;

5 memory for storing computer executable program code, wherein said computer executable program code includes code executable to quantify at least one attribute of said resources, code executable to quantify at least one attribute desired by said at least one request, and code executable to determine at least one suitable resource for servicing said at least one request based at least in part on said at least one quantified attribute of said  
10 resources and said at least one quantified attribute desired by said at least one request; and

processor for executing said computer executable program code.

61. The system of claim 60 wherein said network is selected from the group consisting of:

public switched telephony network (PSTN), local area network (LAN), wide area network (WAN), the Internet, an Intranet, or any combination thereof.

62. The system of claim 60 wherein said connection to a network includes a switching system.

63. The system of claim 62 wherein said switching system includes an ACD/PBX.

64. The system of claim 60 wherein said resources include agents within a telephony call center.

66. The system of claim 60 wherein said resources include resources within a computer system.

68. The system of claim 60 wherein said code executable to quantify at least one attribute of said resources further includes:

69. The system of claim 68 wherein said code executable to quantify at least one attribute of said resources further includes:

70. The system of claim 69 wherein said code executable to quantify at least one attribute desired by said at least one request further includes:

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71. The system of claim 70 wherein said code executable to determine at least one suitable resource includes:

code executable to calculate the distance between said quantified "N" number of attributes of said resources and said quantified at least one attribute desired by said at least one request to determine at least one suitable resource for servicing said at least one request.

72. The system of claim 60 wherein said code executable to determine at least one suitable resource includes:

code executable to determine said at least one suitable resource from resources then available to immediately service said at least one request.

73. The system of claim 60 wherein said code executable to determine at least one suitable resource includes:

code executable to determine said at least one suitable resource from all of said resources.

74. The system of claim 60 wherein said at least one attribute includes at least one skill possessed by said resources.

75. The system of claim 60 wherein said at least one attribute includes at least one functional capability possessed by said resources.

